



Feeding in and Feeding Back Service level



Participation forms the fundamental component of the plan-do-review cycle. This cycle is the key process for ensuring quality performance at all levels of the support structure.

Information gleaned about the quality of service and its impact on an individual child or young person should be fed from individual review process in to service review. Any changes made should be fed back to the individual child.

At times of [self-evaluation](#), particular consultation may take place.

All of this information should influence policy and practice within any individual service and will also provide important intelligence which can be fed upwards in to the local strategic planning processes.

There should always be feed back to the service users.

Newsletters, notices or individual letters are some feedback options.

The Highland Children's Forum toolbox has a range of tools for listening to children and young people but here are a few ideas for gathering information for service evaluation:

- For regular confidential feedback a graffiti board or suggestions box could be offered. Responses to suggestions can be posted up to show that issues raised are heard and acted on.
- Service users should have at least two people in the service listed as willing to listen and able to take action about any aspect of the service.
- Materials from service activity such as drawings, quotations, photos can be displayed and comments invited.
- Develop a simple system of gathering anecdotal information as it occurs such as post-it notes in a folder, daily log book for staff, regular team meetings. These can be brief so long as dated and with enough information to prompt someone about the full story.
- Regular review, with planned fun activities where service users are able to enjoy the activities as well as contribute to a discussion to evaluate the service.